WHAT IS CLAIMED IS:

1.     A method for managing customer and product information over a network using a multi-functional management tool, comprising:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

updating the customer database from information received from the customer to add or modify a specific customer record indicating customer contact and product purchase information about the customer;

updating the product database from information received from a client to add or modify a specific product record indicating product and inventory information about the product; and

providing product and customer record information in the database to a requesting client representative.

2.     The method of claim 1, wherein the requesting client representative is a member of a set of client representatives comprising a client, a repair facility representative, a call center representative, and a warehouse representative.

3.     The method of claim 1, further comprising:

transmitting over the network an input page in which the client representative enters data to update the customer database.

4.     The method of claim 1, further comprising:

transmitting over the network an input page in which the client representative enters search information to request customer record information from the customer database;

5      receiving the input page transmitted by the client representative including a

6    request for customer record information;

7      generating an information page including customer record information for the

8    customer record specified in the received input page; and

9      transmitting the information page to the requesting client representative over

10   the network.

1      5.     The method of claim 1, further comprising:

2      transmitting over the network an input page in which the client representative

3    enters data to update the product database.

1      6.     The method of claim 1, further comprising:

2      transmitting over the network an input page in which the client representative

3    enters information to request product record information from the product database;

4      receiving the input page transmitted by the client representative including a

5    request for product record information;

6      generating an information page including product record information for the

7    product record specified in the received input page; and

8      transmitting the information page to the requesting client representative over

9    the network.

1      7.     The method of claim 1, further comprising:

2      tracking information about each contact with the customer;

3      providing problem and solution codes to be selected by the client

4    representative; and

5      recording any additions or modifications in either the customer or product

6    record.

1      8.    The method of claim 7, wherein the contact with the customer is by e-

2  mail.

1      9.    The method of claim 1, further comprising:

2  interlinking with a front-end GUI to display the product image and

3  information over the network;

4  processing a payment for a purchase of the product or an extended warranty

5  from the information stored in the customer record;

6  updating the customer and product records to account for the purchase of the

7  product; and

8  updating the customer record to account for the purchase of the extended

9  warranty.

1      10.    The method of claim 1, further comprising:

2  sending a notification when the number of products reaches a preset number

3  stored in the product record; and

4  recording order information for the order of additional products from a

5  supplier.

1      11.    The method of claim 1, further comprising:

2  producing a printable sheet with a bar code identifying a returned product.

1      12.    The method of claim 9, further comprising:

2  producing a printable sheet with information on the purchase of the product.

1      13.    The method of claim 1, further comprising:

2  producing a report based on information from the customer and product

3  records.

1      14.    The method of claim 1, further comprising:

2      interlinking a third party shipping software with the product database;

3      updating the product database from information received from the third party

4  shipping software to add or modify a specific product record indicating shipping

5  information about the product.

1      15.    A system for managing customer and product information over a

2  network using a multi-functional management tool, comprising:

3      means for generating a customer database including customer records, wherein

4  each customer record tracks a customer;

5      means for generating a product database including product records, wherein

6  each product record tracks a product;

7      means for updating the customer database from information received from the

8  customer to add or modify a specific customer record indicating customer contact and

9  product purchase information about the customer;

10     means for updating the product database from information received from a

11  client to add or modify a specific product record indicating product and inventory

12  information about the product; and

13     means for providing product and customer record information in the database

14  to a requesting client representative.

1      16.    The system of claim 15, wherein the requesting client representative is

2  a member of a set of client representatives comprising a client, a repair facility

3  representative, a call center representative, and a warehouse representative.

1      17.    The system of claim 15, further comprising:

2      means for transmitting over the network an input page in which the client

3  representative enters data to update the customer database.

1    18.    The system of claim 15, further comprising:

2    means for transmitting over the network an input page in which the client

3    representative enters search information to request customer record information from

4    the customer database;

5    means for receiving the input page transmitted by the client representative

6    including a request for customer record information;

7    means for generating an information page including customer record

8    information for the customer record specified in the received input page; and

9    means for transmitting the information page to the requesting client

10    representative over the network.


1    19.    The system of claim 15, further comprising:

2    means for transmitting over the network an input page in which the client

3    representative enters data to update the product database.


1    20.    The system of claim 15, further comprising:

2    means for transmitting over the network an input page in which the client

3    representative enters information to request product record information from the

4    product database;

5    means for receiving the input page transmitted by the client representative

6    including a request for product record information;

7    means for generating an information page including product record

8    information for the product record specified in the received input page; and

9    means for transmitting the information page to the requesting client

10    representative over the network.

1       21.    The system of claim 15, further comprising:

2       means for tracking information about each contact with the customer;

3       means for providing problem and solution codes to be selected by the client

4  representative; and

5       means for recording any additions or modifications in either the customer or

product record.

1       22.    The system of claim 20, wherein the contact with the customer is by e-

2  mail.

1       23.    The system of claim 15, further comprising:

2       means for interlinking with a front-end GUI to display the product image and

3  information over the network;

4       means for processing a payment for a purchase of the product or an extended

5  warranty from the information stored in the customer record;

6       means for updating the customer and product records to account for the

7  purchase of the product; and

8       means for updating the customer record to account for the purchase of the

9  extended warranty.

1       24.    The system of claim 15, further comprising:

2       means for sending a notification when the number of products reaches a preset

3  number stored in the product record; and

4       means for recording order information for the order of additional products

5  from a supplier.

1       25.    The system of claim 15, further comprising:

2       means for producing a printable sheet with a bar code identifying a returned

3  product.

1      26.    The system of claim 23, further comprising:

2      means for producing a printable sheet with information on the purchase of the

3  product.

1      27.    The system of claim 15, further comprising:

2      means for producing a report based on information from the customer and

3  product records.

1      28.    The system of claim 15, further comprising:

2      means for interlinking a third party shipping software with the product

3  database;

4      means for updating the product database from information received from the

5  third party shipping software to add or modify a specific product record indicating

6  shipping information about the product.

1      29.    A program for managing customer and product information over a

2  network using a multi-functional management tool comprising a computer usable

3  media including at least one computer program embedded therein that is capable or

4  causing at least one computer to perform:

5      generating a customer database including customer records, wherein each

6  customer record tracks a customer;

7      generating a product database including product records, wherein each product

8  record tracks a product;

9      updating the customer database from information received from the customer

10  to add or modify a specific customer record indicating customer contact and product

11  purchase information about the customer;

12        updating the product database from information received from a client to add

13   or modify a specific product record indicating product and inventory information

14   about the product; and

15        providing product and customer record information in the database to a

16   requesting client representative.

1       30.     The program of claim 29, wherein the requesting client representative

2   is a member of a set of client representatives comprising a client, a repair facility

3   representative, a call center representative, and a warehouse representative.

1       31.     The program of claim 29, further performing:

2        transmitting over the network an input page in which the client representative

3   enters data to update the customer database.

1       32.     The program of claim 29, further performing:

2        transmitting over the network an input page in which the client representative

3   enters search information to request customer record information from the customer

4   database;

5        receiving the input page transmitted by the client representative including a

6   request for customer record information;

7        generating an information page including customer record information for the

8   customer record specified in the received input page; and

9        transmitting the information page to the requesting client representative over

10   the network.

1       33.     The program of claim 29, further performing:

2        transmitting over the network an input page in which the client representative

3   enters data to update the product database.

1      34.     The program of claim 29, further performing:

2      transmitting over the network an input page in which the client representative

3  enters information to request product record information from the product database;

4      receiving the input page transmitted by the client representative including a

5  request for product record information;

6      generating an information page including product record information for the

7  product record specified in the received input page; and

8      transmitting the information page to the requesting client representative over

9  the network.

1      35.     The program of claim 29, further performing:

2      tracking information about each contact with the customer;

3      providing problem and solution codes to be selected by the client

4  representative; and

5      recording any additions or modifications in either the customer or product

6  record.

1      36.     The program of claim 33, wherein the contact with the customer is by

2  e-mail.

1      37.     The program of claim 29, further performing:

2      interlinking with a front-end GUI to display the product image and

3  information over the network;

4      processing a payment for a purchase of the product or an extended warranty

5  from the information stored in the customer record;

6      updating the customer and product records to account for the purchase of the

7  product; and

8    updating the customer record to account for the purchase of the extended

9    warranty.

1        38.    The program of claim 29, further performing:

2        sending a notification when the number of products reaches a preset number

3    stored in the product record; and

4        recording order information for the order of additional products from a

5    supplier.

1        39.    The program of claim 29, further performing:

2        producing a printable sheet with a bar code identifying a returned product.

1        40.    The program of claim 37, further performing:

2        producing a printable sheet with information on the purchase of the product.

1        41.    The program of claim 29, further performing:

2        producing a report based on information from the customer and product

3    records.

1        42.    The program of claim 29, further performing:

2        interlinking a third party shipping software with the product database; and

3        updating the product database from information received from the third party

4    shipping software to add or modify a specific product record indicating shipping

5    information about the product.